

## ***Project Support Specialist – GS-9***

### **Introduction**

The Project Support Specialist is a developmental position. The incumbent will develop skills through on-the-job training and courses that will aid the accomplishment of Directorate/Project objectives. During the training period the employee will rotate through several Project/Directorate organizations in order to understand the full scope of project support/control. Major duties include the following:

### **Core Requirements**

#### ***Configuration Management***

Assists in maintaining the Project's Configuration Management (CM) file system, distribution of CM documentation, and maintaining Configuration Change Request (CCR) action status and suspense follow-up.

#### ***Facilities and Equipment***

Serves as a focal point for Project housing activities with the Facilities Management Division (FMD) such as space utilization and surveys, space requirements, identification of general and special purpose space, etc. Makes recommendations to Project Managers as to most effective utilization of space. Coordinates facilities modifications with the FMD associated with personnel moves, repairs to existing facilities, etc.

Coordinates requests for telephone changes in concert with physical moves of Project personnel, and establishes move schedules with the GSFC Transportation Branch.

Maintains automated database for monitoring and controlling Project property to ensure that inventory, protection, and disposition of all property is in accordance with prescribed regulations. Analyzes property database to advise management of projected needs to aid in future funding.

#### ***General Business***

Assists in Project workforce activities, including the formulation of statements of work, strawman models, planning documentation, etc. Represents the Project, when necessary, at meetings concerning workforce planning activities. Provides analysis on how staffing requirements meet or do not meet workforce limitations in order to alert managers to potential problem issues.

Assists in the development of the Project's travel budget.

Supports management reporting activities with presentation materials for the Resource Status Reviews, Monthly Status Reviews (MSR/Pre-MSR), and other Project presentations. Assignments include gathering technical, financial, workforce, and schedule information from technical managers, the DPM/R, and Deputy Project Manager to be used by Goddard management.

Coordinates and ensures timely accomplishment of Project efforts requiring Information Technology and Services Division support such as obtaining special presentation charts, vu-graphs, and reproduction.

Initiates small purchase procurement requests for office equipment, maintenance agreements, and non-stock supplies.

Analyzes data related to project administrative functions, e.g., personnel, space utilization, ADP equipment needs, property, etc., with the use of small Personal Computer system to keep management apprised of needs or changes in the administrative/support areas.

Maintains database to coordinate and provide analytical data to supervisors on training activities of specific or special training needs for certain skill groups.

Coordinates updates of Project staffing plans in conjunction with project managers and consolidates into a manageable plan consistent with Project and Center plans.

### **Other Information**

#### ***Knowledge Required by the Position***

1. Knowledge of and ability to apply principles of general business support in planning, status reporting, configuration control, and coordinating of activities as practiced by NASA and contractors.
2. Ability to interpret and analyze data related to project administrative functions with the use of a Personal Computer system.
3. Ability to apply the principles and knowledge of Military Standards and Specifications as applied by contractors to NASA procurements for duties in configuration control.
4. Knowledge of NASA policies and procedures and procurement regulations.
5. Ability to effectively meet and deal with personnel both internal and external to GSFC.
6. Ability to plan and coordinate several ongoing activities.
7. Ability to communicate orally and in writing.

#### ***Supervisory Controls***

The incumbent is supervised by the Deputy Project Manager for Resources. The supervisor discusses overall objectives, critical problems, and special project assignments with the incumbent. Under the day-to-day guidance of the PSM, the employee is responsible in planning and carrying out continuing work assignments and objectives, resolving most conflicts and coordinating where required. Completed work is usually evaluated for soundness, appropriateness, and conformance to policy and requirements.

### ***Guidelines***

Utilizing the following established documents as guidelines where applicable, the incumbent will monitor, and support the Project. Judgment will be used in selecting and applying documents to the project administrative and configuration management areas of the Project.

- a. NASA Procedures and Guidelines (NPGs)
- b. NASA Policy Directives (NPDs)
- c. Goddard Procedures and Guidelines (GPGs)
- d. Goddard Policy Directives (GPDs)
- e. Project Configuration Management Plan
- f. Instruction manuals, handbooks, procedures, and other documentation supplied in support of Project activities.

When significant problems are encountered or deviations are required, the incumbent develops recommended alternatives or solutions.

### ***Complexity***

The incumbent is required to collect, interpret, integrate and analyze data from many sources. These analyses are used by Project management to assess the status of a project and to project future trends. In order for these analyses to be as complete and accurate as possible, knowledge of the interrelationships of activities and events comprising a particular phase of a project must be fully realized and understood. The impact of deviations from plan must also be carefully considered and analyzed in order to arrive at recommendations for the application of resources in the most effective and efficient manner.

Recommendations of new techniques and information presentation with appropriate interpretation are required with the constantly changing technology of the aerospace industry.

### ***Scope and Effect***

The Project Support Specialist's work products involve the development of contractor and government systems needed to manage and monitor the status of a major U.S. space program. It is essential that the work be carried out with excellence and the highest degree of effectiveness for the program to be managed successfully. It is essential that these systems (scheduling, configuration management, etc.) function properly in order to monitor the status of the individual elements of the program, develop work-around plans, and report on status in a timely and orderly manner. Failure to maintain this status could result in major programmatic impacts such as schedule delays, cost overruns, etc.

### ***Personal Contacts***

Interfaces directly with technical managers and other administrative personnel up to and including the Project Manager.

Interfaces regularly by telephone or by personal contact when travel is necessary, with managers and resources/technical personnel at contractors' plants.

Interfaces daily with on-site contractor personnel.

***Purpose of Contacts***

Acquisition of data relative to program schedules, and other resources functions.

Dissemination of analyses, conclusions, and recommendations.

Participation in discussions and resolutions of problems or potential problems.

***Physical Demands***

Frequent travel between buildings on Center and occasional travel to contractors' plants is required. The incumbent will be expected to attend meetings where he/she must be attentive and sit for long periods of time.

***Work Environments***

The incumbent works in a normal office environment, occasionally in a raised-floor computer room, and is not exposed to hazards or other conditions injurious to health; normal safety precautions consistent with the environment are observed.